



Press Release

Immediate Release

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Cygnet Hospital Sheffield retains Triangle of Care accreditation

Cygnet Hospital Sheffield has successfully maintained its accreditation under the Carers Trust Triangle of Care programme, recognising its continued commitment to embedding carers at the heart of its adolescent mental health services.

The hospital provides general adolescent and intensive support CAMHS services for male and female young people across three specialist wards. The Triangle of Care is a nationally recognised quality improvement scheme developed by carers and delivered by the Carers Trust. It promotes safety, recovery and wellbeing by ensuring unpaid carers are actively involved in care and supported throughout a patient's journey, underpinned by six key 'carers included' standards.

Following a recent assessment, Cygnet Hospital Sheffield was praised for its strong and consistent approach to carer engagement. Carers are identified at admission, contacted promptly and provided with clear, accessible information to support their involvement from the outset. They are actively included in early meetings, helping them feel informed and reassured during what can be a challenging time.

Carers Trust assessors noted that throughout treatment, carers' views and insights are regularly sought, with consent reviewed to ensure appropriate involvement. Families are given dedicated opportunities to contribute during ward rounds and can access independent advocacy where needed. Staff also provide tailored conversations around treatment and medication, ensuring carers feel confident and able to ask questions in a supportive environment.

Carers are invited to attend key meetings, including ward rounds, either in person or virtually, depending on their preference. They are also involved in developing care plans and safety summaries, reinforcing a collaborative approach to care.

The service's introduction of dedicated Carer Leads was highlighted as a particular strength, providing families with a consistent point of contact while helping to embed a 'carer-aware' culture across the wider team. This has contributed to improved feedback from carers, who report feeling more supported, informed and confident.

Assessors said: "Cygnet Hospital Sheffield has demonstrated excellent progress over the past year in its Triangle of Care journey, with clear evidence that a strong 'think carer' culture is firmly embedded across the service.

"Thoughtful action planning and new improvement initiatives, reflects the team's commitment to continually strengthening carer involvement and support. These developments represent real areas of strength and show how the service is actively listening and responding to carer needs. Overall, this is a thoughtful and comprehensive submission that evidences strong practice, reflective learning, and ambition for continued improvement.

"The team is to be warmly congratulated on the quality of the report and their ongoing commitment to strengthening carer involvement and support."

The Triangle of Care is recognised by the Care Quality Commission and aligns with guidance from the National Institute for Health and Care Excellence on supporting carers. More than 90 organisations across the UK are members, including NHS Trusts, charities and independent providers delivering NHS-funded care.

Quality Lead Jamie- Leigh Dakin said: "Maintaining our Triangle of Care accreditation is a fantastic achievement and reflects the real cultural shift we have made in how we work alongside carers.

"We know how important it is for families to feel listened to, supported and involved, and we have worked hard to ensure this is embedded across every part of the service. I am incredibly proud of the team's commitment to continuously improving and strengthening the support we offer to carers."